

What Works: Regional and National Promising Practices

**DC Language Access Policy Forum
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About MPI

Independent, nonpartisan, nonprofit, think tank dedicated to the study of the movement of people worldwide

MPI Program Areas:

- U.S. Immigration Policy
- *National Center on Immigrant Integration Policy*
- Borders, Security and Migration
- Labor Markets Initiative
- Migration & Development
- Transatlantic Task Force on Immigration and Integration



Our Work on Language Access

- **Language Access Webinars**
 - Interactive webinars led by language access practitioners across the nation
- **Childhood in Translation**
 - Distribution of a documentary media project about overcoming language barriers
- **Language Portal: A Translation and Interpretation Digital Library**
 - Documents
 - Hot Topics in Language Access
 - Practitioners' Corner



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Language Portal: A Translation and Interpretation Digital Library

Search our database to find
resources used to provide services to
Limited English Proficient (LEP) Individuals

[Click here to enter the
database](#)

Practitioners' Corner: Advice and Insight from the Field

Tips for Ensuring Translation Quality By [Kleber Palma](#)

Organizations working with limited English proficient (LEP) populations need to obtain proper translated materials in order to provide fair and accurate services. Many government agencies hire independent contractors in order to save time and money. However, discerning whether the services being contracted out are of an acceptable quality can be tricky. An outsider may know the targeted foreign languages your community needs, but not necessarily the terminology of the business being conducted. It can also be difficult for organizations to ensure that all documents translated by a contractor remain consistent with one another, since translation companies use a wide range of freelancers all over the world to do the actual work. Lastly, it goes without saying that avoiding gross errors and



Language Access Webinars



Listen to past webinars where speakers discuss developments and challenges in the field of language access.

[Sign up for Language Access
Updates and Webinars](#)

Hot Topics

Learn about US migration trends and patterns over time

Migration Information Source

Search and Policy Areas

Language & Literacy

Children & Family Policy

Citizenship & Engagement

Education PreK - 12

Employment & Workforce

Social Impacts

General Migration Policy

Governance

Health

Migration in Other Countries

Language Portal: A Translation and Interpretation Digital Library

[Language Portal Home](#) > [Search](#)

MPI's Language Portal gives you hundreds of state and local agency documents used to provide services to Limited English Proficient clients, including contracts, planning reports, and translated material. Begin with the basic search function, or use the advanced search to narrow your query by specifying a service area, keyword, service delivery component, or language.

Basic Search:
(unique search terms do not need to be separated)

Advanced Search:

State:
All
Alabama
Alaska
Arizona
Arkansas
California

Language:
All
Albanian
Amharic
Arabic
Armenian
Bengali

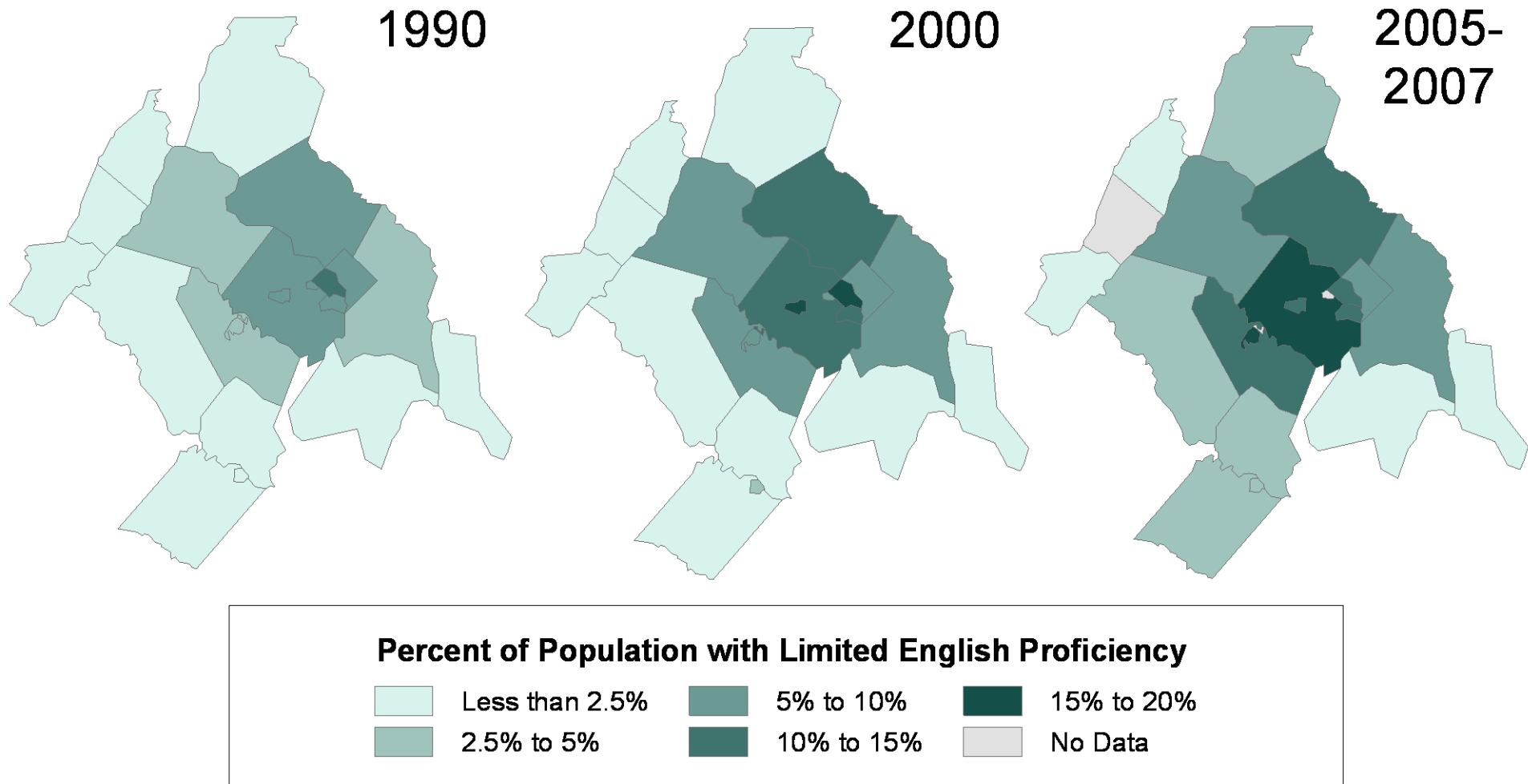
Service Delivery Type:
All
Case Management
Contract (Translation/Interpretation)
Costs and Financing
Legal Decision
Needs Assessment

Subject Area:
☐ Education
☐ Public Safety
☐ Social Services

May we suggest a few keywords to refine your search (this is optional)?
None
Abuse
Academic support



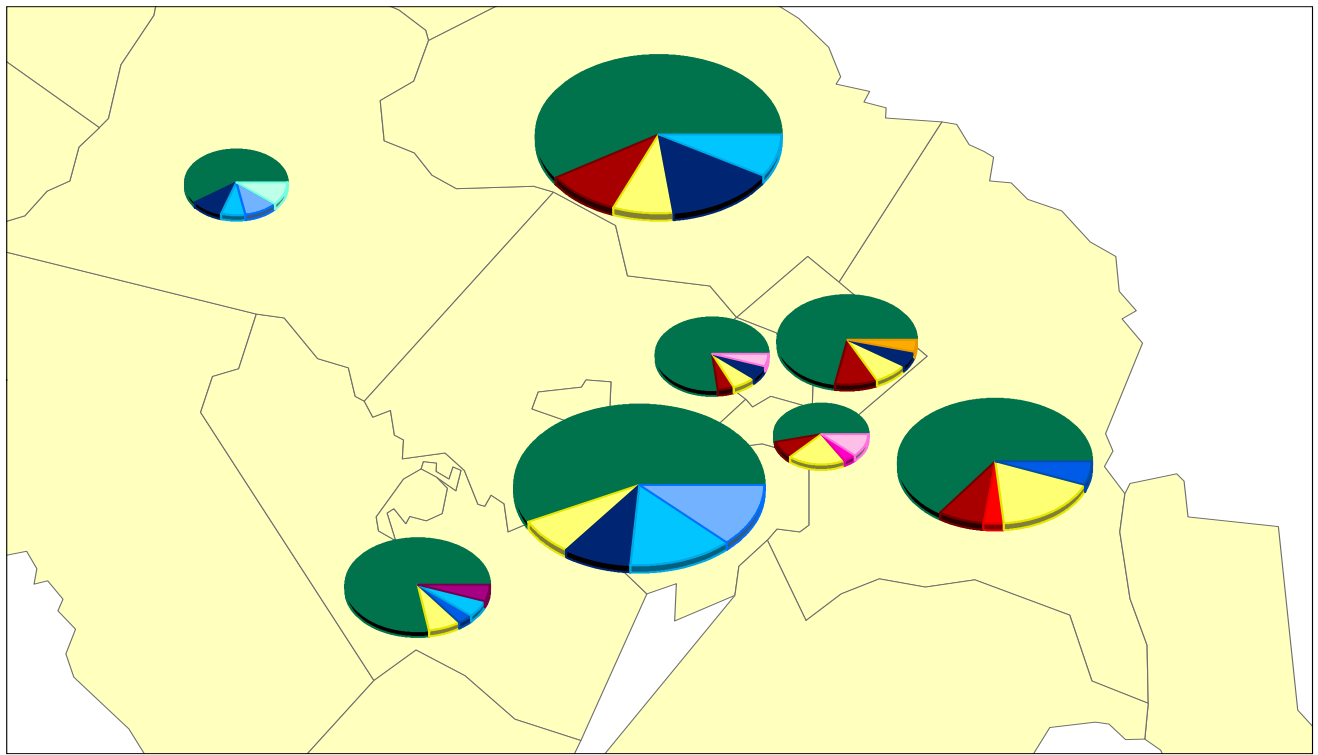
Increasing number of LEP Individuals in the DC Metro Area



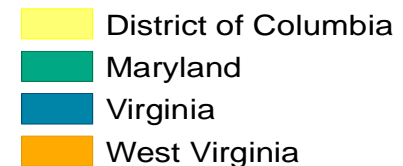
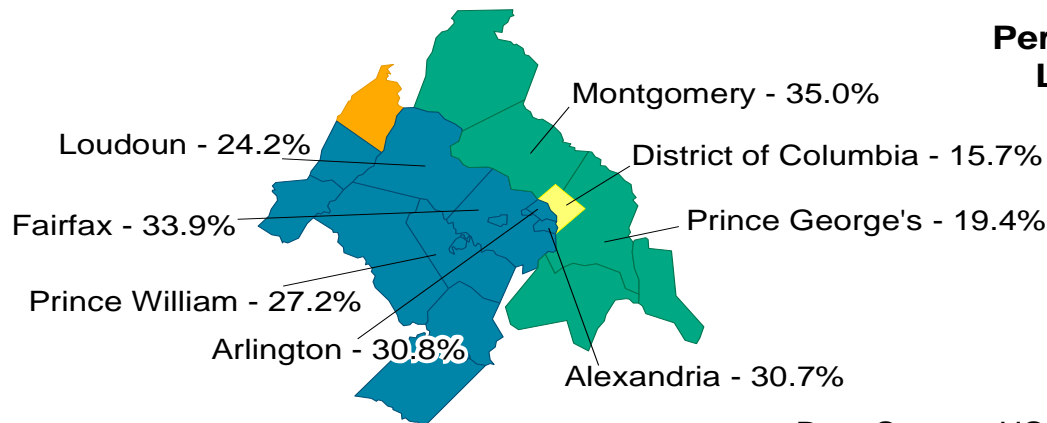
Map created by N. Prchal Svajlenka
Data Source: US Census Bureau, 1990 Decennial Census, 2000 Decennial Census, 2005-2007 ACS 3-Year Estimates

Significant Language Diversity in the DC Metro Area

Top Five Languages Spoken at Home by County



Percentage of the Population who Speak a Language Other than English at Home



Map created by N. Prchal Svajlenka

Data Source: US Census Bureau, 2005-2007 ACS 3-Year Estimates



Assessment and Evaluation

- ***Is Your Program Comprehensive?***
Self-Assessment Checklists for Language Access Programs
- ***Is Your Multilingual Staff Qualified?***
Certification and Training of Translators and Interpreters
- ***How Do LEP Individuals Interact with Your Agency?***
Program Monitoring from the LEP Perspective



Is Your Program Comprehensive?

Definition: Self-Assessment checklists are monitoring instruments that allow for a discrete number of answers, typically “Yes” or “No.”

- 1. Conducting Preliminary and Ongoing Assessment for Informed Planning***
- 2. Implementing a Language Access Plan***
- 3. Evaluating Your Language Access Plan***
- 4. Resolving Complaints***
- 5. Conducting Ongoing Outreach to LEP Residents***
- 6. Building External and Internal Support for Equal Access Policies***



Is Your Multilingual Staff Qualified?

Certification and Training of Translators and Interpreters: WA State's Department of Social and Health Services (DSHS) Agency-Wide Language Testing and Certification Program

- ***Testing for bilingual staff and contracted interpreters***
- ***Written and oral test administered in eight most common languages***
- ***Consistency within agency and used by non-DSHS agencies***
- ***Certification manual and test information available online***



How Do LEP Individuals Interact with Your Agency?

Program Monitoring from the LEP Perspective: City of New York's Customers Observing and Researching Experience (CORE)

- ***Quantitative score in five key customer service areas: (1) language access; (2) site and service accessibility; (3) queuing experience and service transparency; (4) facility conditions; and (5) staff customer service***
- ***Qualitative assessment in descriptive narrative***
- ***Language Access: 1.9 out of 4 point scale***

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